

Request No. 414337T

Name REISMAN ,BRUCE MR.

Business Name

**Consumer Information**

Name: BRUCE REISMAN

Business Name:

Svc Address: 19841 NW 4TH STREET

County: Broward Phone: (954)-438-0720

City/Zip: Pembroke Pines / 33029-

Account Number: 954-438-0720

Caller's Name: BRUCE REISMAN

Mailing Address: 19841 NW 4TH STREET

City/Zip: PEMBROKE PINES ,FL 33029-

Can Be Reached: (305)-380-2488

E-Tracking Number: 0001456

**Florida Public Service  
Commission - Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
850-413-6100**

**Utility Information**

Company Code: TL720

Company: BELL SOUTH TELECOMMUNICATIONS,

Attn. John Merlino 414337T

Response Needed From Company? Y

Date Due: 11/16/2001

Fax:

R

Interim Report Received: / /

Reply Received: 10/30/2001

Reply Received Timely/Late: T

Informal Conf.: N

**PSC Information**

Assigned To: CAF

Entered By: PD

Date: 10/25/2001

Time: 15:47

Via: E-FORM

Prelim Type: OTHER

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: AH

Date: 10/30/2001

Closeout Type: GI-72

Apparent Rule Violation: N

Please review the "incorporated" internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"TRACKING NUMBER - 0001456 October 25, 2001

**CUSTOMER INFORMATION**

Account Number: 954-438-0720

Business Account Name:

Name: Bruce Reisman

Address: 19841 NW 4th Street

City: Pembroke Pines

State: FL

Request No. 414337T

Name REISMAN ,BRUCE MR.

Business Name

Zip: 33029  
County: Dade  
Evening Phone: (954) 438-0720 ext.  
Daytime Phone: (305) 380-2488 ext.  
E-mail: breisman@bellsouth.net  
Contact By: E-Mail

#### SERVICE ADDRESS

Business Account Name:  
Name: Bruce Reisman  
Address: 19841 NW 4th Street  
City: Pembroke Pines  
Zip: 33029  
County: Dade  
Evening Phone: (954) 438-0720 ext.  
Daytime Phone: (305) 380-2488 ext.  
E-mail: breisman@bellsouth.net

#### COMPLAINT INFORMATION

Utility Name: BellSouth Telecommunications, Inc. / Local Service Provider  
Utility Type: Telecommunications

Did customer previously contact the utility?: Yes  
If Yes, the customer spoke with: Customer Service Rep  
Date the customer contacted utility: 10/10/2001

Did customer previously contact the PSC?: No  
If Yes, the customer spoke with:  
Date the customer contacted PSC:

#### PROBLEM INFORMATION

Problem Type: Other Complaints  
Comments: Help!!! I have been a BellSouth customer (as have we all in South Fl.) for a long time 20+ years. Last year I signed up for Fast Access ADSL internet service and I have been very satisfied with it. Well, I just received a letter saying that my existing local telephone service plan will no longer be available after March 2002 and I need to sign up for a new plan. Because of where I live, in West Pembroke Pines, I was

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Request No. 414337T      Name REISMAN ,BRUCE MR.      Business Name

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originally able to sign up for a service plan which included free calls from North Broward to South Dade. This was back in 1994. Now they tell me that this plan is being phased out and if I want a plan that includes the same free calling area, my bill will be about \$30 more each month.

No big deal. With new companies now selling local service for much less than Bell South, I figured it would be a good time to switch. Wrong. Bell South is telling me that if I switch to another local phone service provider (which, by the way, uses all Bell South equipment and just buys connection time) that I will lose my Fast Access ADSL service. That sounds like Extortion to me!!! They are threatening me with disconnecting my internet service if I don't cough up more money for their local phone service. Is this legal? Does the PSC know that Bell South is extorting their Internet customers? Can you please help me ? I want to pay competitive prices for phone service and not have to give up my ADSL line."

Customer states that he has made previous contact with the company to discuss the issues outlined in the customer's "incorporated" correspondence. Please investigate this matter, contact the customer, and provide me with a detailed written report by the due date above.

Please send all fax and e-mail responses to:

CAF FAX: 850/413-7168

CAF E-mail: pscreply@psc.state.fl.us

Case taken by pduck

10/30/2001 Report received via email. AHashisho

Company records do not show the customer contacting the business office regarding his complaint. Company states that the customer was contacted regarding his concerns. Company explained the issue of discontinuing the extended area calling in the Pembroke Pines area. Company states that the customer advised that he understood. Company advised that the area plus service combined with the local service rate would be \$30.00 and not just the area plus alone. Customer advised that he was not given the correct information first. Company states that the customer elected to change his service to area plus complete choice multi line plan. Company advised the customer that he would receive a reduction in the DSL charge per month by switching to the plan. Company states that the customer was satisfied. Closed GI-72. AHashisho

## Paul Lowery

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**From:** BellSouth@bridge.bellsouth.com  
**Sent:** Tuesday, October 30, 2001 1:51 PM  
**To:** pscreply@psc.state.fl.us  
**Subject:** Contact Number: 414337T

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BellSouth  
Public Service Commission  
Feedback Report  
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Please deliver to:

Customer Name: Bruce Reisman  
PSC Complaint #: 414337T  
Date of Complaint: 10/25/2001

Resolution Details:  
October 30, 2001

MEMO TO: FPSC

FROM: Maggie Welling

RE: Bruce Reisman  
954-438-0720

As information, this response is being provided within the 72-hour Rule.  
Following is the result of our investigation:

Our records show that Mr. Reisman did not speak with the BellSouth Business office in regards to these issues prior to the appeal.

On 10/26/01, upon receipt of the appeal, Cathie Burnette, Customer Care Specialist, contacted Mr. Reisman. Cathie and Mr. Reisman spoke about the issue dealing with the discontinuance of the extended area calling in the Pembroke Pines area. Cathie explained to Mr. Reisman the reason BellSouth was eliminating this service, and Mr. Reisman advised Cathie that he understood. Cathie also explained that the Area Plus service combined with his local service rate would be the \$30.00 fee and not just the Area Plus alone. Mr. Reisman advised Cathie that this was not how the Area Plus service was explained to him. Cathie also let Mr. Reisman know that with the Area plus Plan, his calling areas would be greatly expanded. Mr. Reisman elected to change his service over to the Area Plus/Complete choice Multi-Lines plan. Cathie explained that by doing this he would receive a reduction in the amount that he pays for the DSL service.

Cathie also explained also to Mr. Reisman the reason BellSouth was unable to offer the same rates that the new local Service Companies are charging and explained that DSL service is also available through various companies other than BellSouth.

Mr. Relsman was satisfied with the outcome of this appeal.

Message From: WELLING, MAGGIE  
Date Sent: 10/30/2001